

# Welcome to **I-PASS**

## Thank you for using I-PASS!

I-PASS is clearly the best way to travel the Illinois Tollway, making your trip faster, safer and more convenient, all while saving you time and money.

In this owner's manual, you will learn how to mount and use your transponder, how to manage your account and other important I-PASS information. Please remember to activate your transponder before using the I-PASS lanes.

## Got an I-PASS? Hang it up!

### Step 1

Make sure that the inside of your windshield is clean, dry and warm.

### Step 2

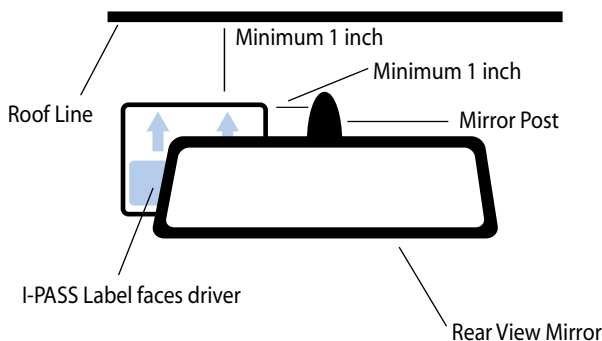
With the arrows of the transponder pointing toward the roof, align the transponder on the windshield behind the rearview mirror, at least one inch below the metal roofline and one inch to the right or left of the mirror post.

### Step 3

Remove the plastic backing tape from the mounting strips and firmly press the transponder against the glass for 15 seconds.

### Activate it!

Before you use your transponder, you must activate it. Call 1-800-926-6500 or activate online at [www.illinoistollway.com](http://www.illinoistollway.com). Be prepared to provide the I-PASS serial number and activation code, located on the activation sticker on your transponder.



## How I-PASS Works

### How does I-PASS work?

As your vehicle travels through a toll plaza, a radio antenna sends a signal to your I-PASS transponder that triggers the deduction of a toll from your account.

### How do I know if my toll was deducted?

To confirm that tolls are being successfully deducted from your account, I-PASS customers should regularly check your account transaction history online at [www.illinoistollway.com](http://www.illinoistollway.com).

To ensure that your transponder is working, you can use a tollbooth lane or I-PASS Only lane on the Tollway's entrance and exit ramps. In the tollbooth lanes, the toll collector will lift the gate if the transaction is successful, while in the ramp lanes, blue and yellow lights will indicate your transponder and account status. If you use your I-PASS in a lane with an automatic coin machine, the red (stop) and green (thank you) indicator lights will let you know if your transponder was successfully read. Open road tolling lanes do not indicate transponder or account status.

### What do the blue and yellow lights in the I-PASS Only lanes mean?

**Blue:** The toll was deducted from your account.

**Blue and Yellow:** The toll was deducted from your account, but your account balance has dropped below the low-balance amount. Please check your account to confirm the accuracy of your credit card information for automatic replenishment. If replenishing manually, funds will need to be added to your account.

**Yellow Only:** Your account has no funds or your transponder has malfunctioned. Please check your account immediately to confirm the accuracy of your credit card information for automatic replenishment. If replenishing manually, funds will need to be added to your account.

**No Light:** Your transponder is not functioning. Please exchange it at one of our Customer Service Centers or call 1-800-UC-IPASS (1-800-824-7277) for instructions.

### Where can I use I-PASS?

You can use your I-PASS in every toll lane on the Illinois Tollway. However, the Illinois Tollway has many open road tolling lanes that allow I-PASS users to pay tolls without slowing down, as well as many I-PASS Only lanes that allow I-PASS users to pay tolls without coming to a full stop.

I-PASS is also accepted on E-ZPass roads, the Chicago Skyway and the Indiana Toll Road.

## Important Contacts

[1-800-UC-IPASS \(1-800-824-7277\)](tel:1-800-UC-IPASS)

I-PASS Customer Service

[1-800-TOLL-FYI \(1-800-865-5394\)](tel:1-800-TOLL-FYI)

Construction Information

[1-630-571-2616](tel:1-630-571-2616)

Illinois State Police District 15

[\\*999 \(cell phone\)](tel:*999)

Report a Road Incident

[1-630-241-6800](tel:1-630-241-6800)

Illinois Tollway

Thank you for joining  
the **I-PASS** family!

# I-PASS

## OWNER'S MANUAL



[www.illinoistollway.com](http://www.illinoistollway.com)

## Managing Your I-PASS Account

### Automatic Balance Replenishment

When you sign up to automatically replenish your I-PASS account balance, you preauthorize the Illinois Tollway to charge your credit or debit card. As long as you keep your I-PASS account up-to-date with new credit or debit card numbers and expiration dates, your account balance will automatically replenish.

### Shared Balance

Shared Balance allows customers with multiple I-PASS transponders on one account to share the funds from one account balance. Convenient for families and businesses, Shared Balance does not require each I-PASS transponder to maintain its own \$40 balance, rather, all transponders draw from the same, single prepaid account balance. Customers with heavy toll usage should increase their replenishment level to avoid credit cards charging too frequently. The replenishment amount can be set by accessing your account online or by calling 1-800-UC-IPASS (1-800-824-7277) or visiting [www.getipass.com](http://www.getipass.com).

## Online Account Management

### Access your I-PASS account any time, any place

Our online account management feature gives you 24/7 access to your I-PASS account. Visit [www.getipass.com](http://www.getipass.com) to take advantage of these services:

- ◆ Update account information, including:
  - Credit card number and expiration date
  - Vehicle license plate numbers and license plate types
  - Contact information
- ◆ Add funds to your account
- ◆ View transaction history
- ◆ Sign up for automatic balance replenishment
- ◆ Activate a new transponder

## Additional Payment Methods

### Manual Balance Replenishment

**Pay by Phone** with credit or debit cards or I-PASS gift cards. Purchase I-PASS gift cards in \$20 increments at any Jewel-Osco in Northern Illinois or at any of the Tollway Customer Service Centers listed. Call 1-800-UC-IPASS (1-800-824-7277).

**Pay in Person** with cash, checks, money orders, cashier's checks, credit and debit cards or I-PASS gift cards.

### Customer Service Center – Central Administration Building

2700 Ogden Avenue  
Downers Grove, Illinois 60515  
(Weekdays 7 a.m. – 6 p.m.)

### Customer Service Centers – Oases

I-294: Lake Forest, O'Hare and Chicago Southland Lincoln (Weekdays 7 a.m. – 6 p.m.)

I-90: Belvidere and Des Plaines (Weekdays 7 a.m. – 6 p.m.)

I-294: Hinsdale (Mondays 10 a.m. – 3 p.m.)

I-88: DeKalb (Fridays 10 a.m. – 2 p.m.)

**Pay by Mail** by sending checks, money orders or cashier's checks to I-PASS, P.O. Box #5225, Lisle, IL 60532.

*NOTE: Please make all checks, money orders or cashier's checks payable to the Illinois Tollway and include your I-PASS account number on the check.*

## Avoid Violations

I-PASS customers have a responsibility to keep their account information updated. More than half of all violations on the Illinois Tollway are from I-PASS customers who fail to keep their accounts updated. Make sure your license plates are registered and accurate and that your credit and debit card numbers and expiration dates are current.



**Update your account.  
It's easy.**

**[www.illinoistollway.com](http://www.illinoistollway.com)  
1-800-UC-IPASS  
(1-800-824-7277)**

## Frequently Asked Questions

**Is my new transponder immediately available for use?**

Transponders obtained from Jewel-Osco locations must be activated by phone or online to be added to an I-PASS account.

All new transponders may take up to 48 hours after being activated to register on roads outside of Illinois.

**Do I have to come to a complete stop in manual toll lanes even though I have an I-PASS?**

You must come to a complete stop in any toll collection lane with a stop sign.

**Will my I-PASS work if I have a special windshield?**

Less than 1 percent of vehicles have windshields that interfere with I-PASS transactions. A special license plate-mounted transponder is available for customers who own these vehicles. Please visit [www.getipass.com](http://www.getipass.com) for a list of vehicles known to have special windshields.

**What if I have gone through a toll plaza with no balance on my account?**

Immediately replenish your account balance by visiting [www.illinoistollway.com](http://www.illinoistollway.com), calling 1-800-UC-IPASS (1-800-824-7277) or visiting a Customer Service Center.

**Can I use my I-PASS in more than one vehicle?**

Yes, but only if you register each vehicle to your I-PASS account with the correct license plate number and license plate type. All vehicles must have a properly mounted transponder in the vehicle when driving through toll plazas.

**Can I use my transponder if I occasionally pull a trailer?**

Yes. The Illinois Tollway's electronic tolling system will automatically calculate and deduct the proper toll.

**Where can I get additional I-PASS mounting strips?**

You can obtain mounting strips at any of the Customer Service Centers or from a toll collector at any tollbooth.

**Can I use I-PASS on a motorcycle?**

Yes.

**Where else can I use my I-PASS?**

You can use your I-PASS on E-ZPass roads, the Chicago Skyway and the Indiana Toll Road. Truckers traveling on E-ZPass roads must exchange their I-PASS transponder for a compatible E-ZPass "blue" transponder. Please visit our website at [www.getipass.com](http://www.getipass.com) or call for more information.

**If I find an incorrect toll posted to my I-PASS account, how long do I have to dispute this?**

The Tollway will review disputed I-PASS transactions that occurred on the Illinois Tollway up to 180 days after the date that the transaction is posted to your I-PASS account and up to 60 days for I-PASS transactions that occurred on other roads. (Note that the Chicago Skyway is not affiliated with the Illinois Tollway. Tolls on the Chicago Skyway are limited to the 60-day dispute period.)

**How do I close my I-PASS account?**

You can close your account in person at a Customer Service Center or by certified mail. If mailing, send your transponder, wrapped in foil, with a letter requesting that the I-PASS account be closed. The letter also should include your return address. Your balance and deposit will be refunded within 45 days of receipt of the request, provided the transponder is returned in good condition (refer to the I-PASS Terms and Agreement). If you opened your I-PASS account with cash or a check, a refund check for the remaining account balance will be mailed to the address indicated in the letter. If you opened your account with a credit or debit card, the credit or debit card registered on the account will be credited. If that is unsuccessful, a refund check will be issued. If closing your account by certified mail, please send the transponder to I-PASS Fulfillment Center, P.O. Box 806518, Chicago, IL 60680.

**What do I do if my transponder is not working?**

You will need to exchange your transponder for a new unit. This exchange can be done in person at a Customer Service Center or by certified mail. To exchange your transponder by certified mail, send the transponder, wrapped in foil, with a letter requesting an exchange. A new unit will be shipped upon receipt of your old transponder. I-PASS Fulfillment Center, P.O. Box 806518, Chicago, IL 60680.

*NOTE: All I-PASS account holders must visit [www.getipass.com](http://www.getipass.com) and click on the link at the bottom of the page for a copy of the I-PASS Terms and Agreement. By using your transponder, you agree to the terms outlined in this document. If you cannot access the online version and need a printed copy, please call 1-800-UC-IPASS (1-800-824-7277).*